In the claims:

1. (Currently Amended) A method of processing calls in a call processing center of an organization that processes calls in support of enterprise activities of the organization, such method comprising the steps of:

receiving a query in the form of a natural language sentence about the enterprise activities of the organization from a caller during a call through the call center of the organization;

translating the query into voice extensible mark-up language;

forming a natural language answer to the translated query within an artificial intelligence engine by correlating the query against a plurality of answers and selecting the most probable answer of the call center wherein the artificial intelligence engine implements second order logic, and incorporates the expertise of a live agent and a knowledge universe that comprises the enterprise activities of the organization; and

the call center providing the natural language answer to the caller to simulate a natural language conversation with the caller without use of menu selection.

2. (Currently Amended) The method of processing calls in the call processing center as in claim 1 wherein the artificial intelligence engine utilizes a caller call record including identity and contact history to enable the artificial intelligence engine to draw inferences to form a context for forming the answer to the query and wherein the caller call record and ~~the~~ a second call are delivered to the artificial intelligence engine at substantially the same time.

3. (Previously Presented) The method of processing calls in the call processing center as in claim 1 wherein the step of forming an answer further comprises forming the answer in the form of VXML code within the AI engine.

4. (Previously Presented) The method of processing calls in the call processing center as in claim 1 wherein the artificial intelligence engine duplicates prior successful conversation strategies using identity and contact history of the caller thereby mimicing a live agent.

5. (Previously Presented) The method of processing calls in the call processing center as in claim 4 wherein the artificial intelligence engine utilizes the expertise and inputs associated with a live agent.

6. (Previously Presented) The method of processing calls in the call processing center as in claim 1 wherein the step of receiving the query further comprises detecting the query within at least one of an html document and an email.

7. (Previously Presented) The method of processing calls in the call processing center as in claim 1 wherein the artificial intelligence engine knowledge universe is limited to only the enterprise activities of the organization enabling the artificial intelligence engine to generalize otherwise indeterminate inquiries.

8. (Currently Amended) An apparatus for processing calls in a call processing center of an organization that processes calls in support of enterprise activities of the organization, such apparatus comprising:

means within the call center for receiving a first call and assigning the first call to a live agent;

means for receiving a query in natural language sentence form about the enterprise activities of the organization from a caller during a second call through the call center of the organization;

means for translating the query into voice extensible mark-up language;

means for forming a natural language answer to the translated query within an artificial intelligence engine of the call center by correlating the query against a plurality of answers and selecting the most probable answer wherein the artificial intelligence engine implements second order logic, incorporates the expertise of a live agent, and uses a knowledge universe which is limited to only the enterprise activities of the organization; and

means within the call center for providing the natural language answer to the caller enabling a natural language conversation with the caller without use of menu presentation and selection.

9. (Currently Amended) The apparatus for processing calls in the call processing center as in claim 8 wherein the artificial intelligence engine utilizes a callers call record including identity and contact history to enable the artificial intelligence engine to draw inferences to form a context for forming the answer to the query.

10. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 8 wherein the means for forming an answer further comprises means for forming the answer in the form of VXML code within the AI engine.

11. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 10 wherein the artificial intelligence engine is not measurably objectively accurate in responding to queries.

12. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 11 wherein the artificial intelligence engine utilizes the expertise and inputs associated with a live agent and incorporates forward and backward chaining.

13. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 8 wherein the means for receiving the query further comprises means for detecting the query within at least one of an html document and an email.

14. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 15 wherein the artificial intelligence engine implements a subset of second order logic.

15. (Currently Amended) An apparatus for processing calls in a call processing center of an organization that processes calls in support of enterprise activities of the organization, such apparatus comprising:

a voice extensible mark-up language interpreter of the call center adapted to translate a natural language sentence query about the enterprise activities of the organization from a caller during a call into voice extensible mark-up language;

an artificial intelligence engine of the call center adapted to receive the translated query in VXML form and adapted to form a natural language answer to the translated VXML query within the artificial intelligence engine by correlating the query against a plurality of answers and selecting the most probable answer wherein the artificial intelligence engine implements second order logic, incorporates the expertise of a live agent, and uses a knowledge universe which comprises the enterprise activities of the organization; and

a speech synthesizer of the call center adapted to provide the natural language answer to the caller to enable a natural language conversation with the caller without use of menu presentation.

16. (Currently Amended) The apparatus for processing calls in the call processing center as in claim 15 wherein the artificial intelligence engine knowledge universe is limited to a caller call record including identity and contact history to enable the artificial intelligence engine to draw inferences for forming a context for processing the call and the artificial intelligence engine generalizes questions to reflect objectives of the organization.

17. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 15 wherein the artificial intelligence engine forms the answer in VXML code using information from web page documents and incorporates VXML responses into documents that are delivered to the caller in response to the call.

18. (Previously Presented) The apparatus for processing calls in the call processing center as in claim 15 wherein all calls to the call processing center are routed to the interpreter and wherein only exceptional calls are re-routed to a live agent.

19. (Original) The apparatus for processing calls in the call processing center as in claim 15 wherein the means for receiving the query further comprises a web site adapted to detect the query within an e-mail.

20. (Currently Amended) A method of processing calls in a call processing center of an organization, such method comprising the steps of:

the call center of the organization receiving a text-based question in natural language sentence form from a caller during a call;

converting the text-based question into a metaprogramming language understood by an artificial intelligence engine of the call center;

determining a natural language answer to the text-based question within the artificial intelligence engine by correlating the question against a plurality of answers and selecting the most probable answer adapted to provide answers subjectively focused on the organization based upon incorporating expertise of a live agent and a knowledge universe limited to an agenda of the organization enabling the artificial intelligence engine to generalize otherwise indeterminate questions wherein the artificial intelligence engine encodes the answer in VXML code;

the call center providing the natural language answer to the caller in the form of audible speech to simulate a natural language conversation with the caller without use of menu presentation.

21. (Cancelled)